Government Travel Charge Card Program

Commander's Brief 2008

Headquarters, U.S. Marine Corps
Programs & Resources Department
Fiscal Division
Finance Branch

Component Program Managers

- Mr. David G. Fuqua
- MSgt Gregory S. Duplechain
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Agenda

- GTCCP Overview
- RFF’s role within the GTCCP
- Delinquency Management
- Training
- Transition to Citi
- Summary

The GTCC Program

- Public Law 105-264… Not an option for Frequent Travelers
  - The Travel and Transportation Reform Act of 1998
- *Marine Corps defines a Frequent Traveler as anyone who travels 3 or more times in a year.*
- Commander's Program
- Agency Program Coordinator (APC) at every level
- No Travel Advance needed
- Saves time for traveler
- Reduces workload for Admin and Finance
- Widely accepted
- Safer than cash
- Accepted for reservations where cash is not
- Saves the Government money
- Provides transaction history
- Increases command readiness
- References:
  - **DoDFMR Vol. 9 Ch. 3 March 2005**
  - **MCO 4600.40A**
  - **MARADMINS**
  - **Travel Advisor Notices**

Proper Use of Card

- **On official government travel**
  - Lodging
  - Transportation
  - Meals
  - Incidental Expenses
- **For use only by Cardholder**
- **Not for personal use**

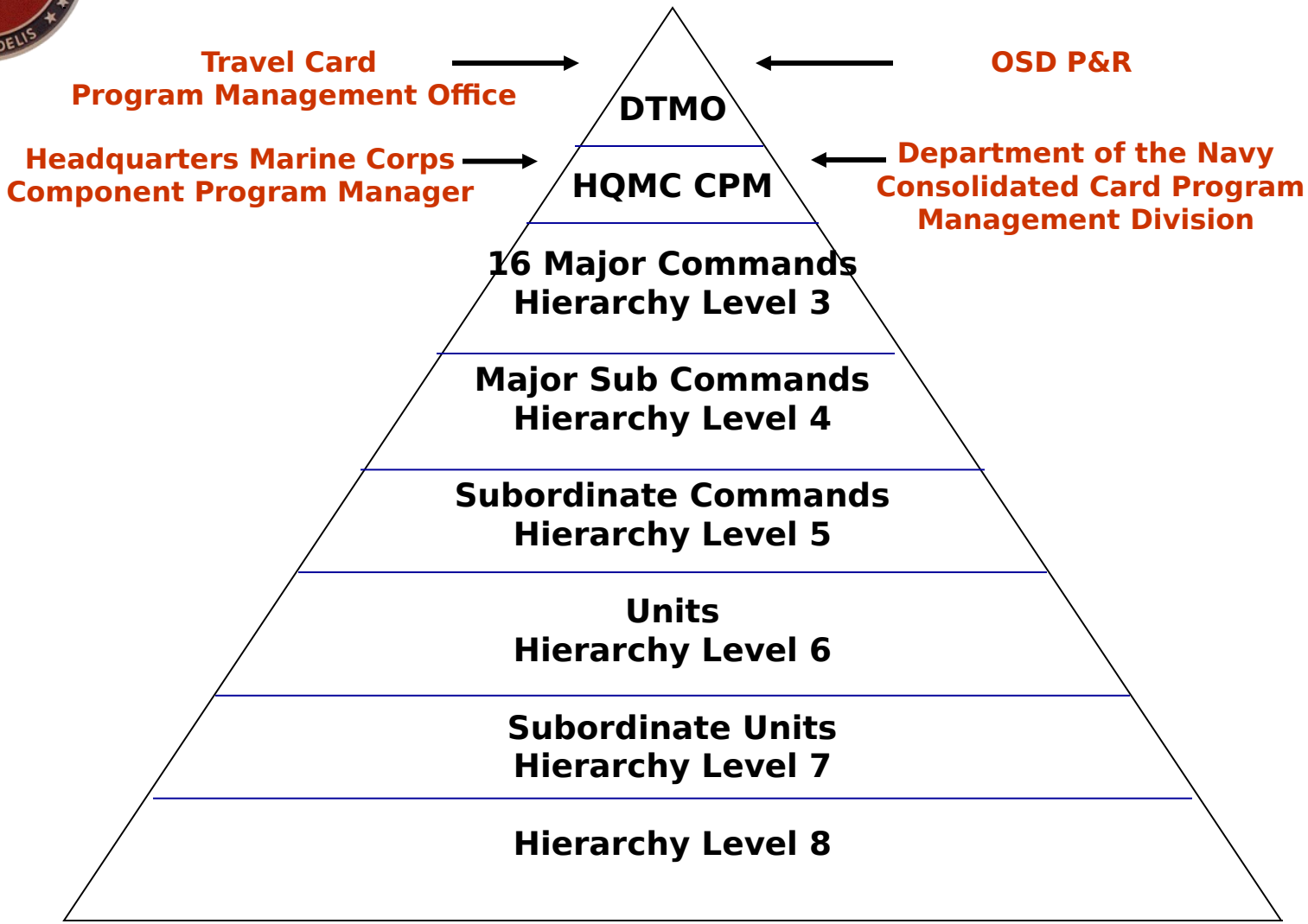
Standard vs. Restricted

Standard Line
Total Charge $7,500
Total Monthly ATM $650
Retail $250 Monthly

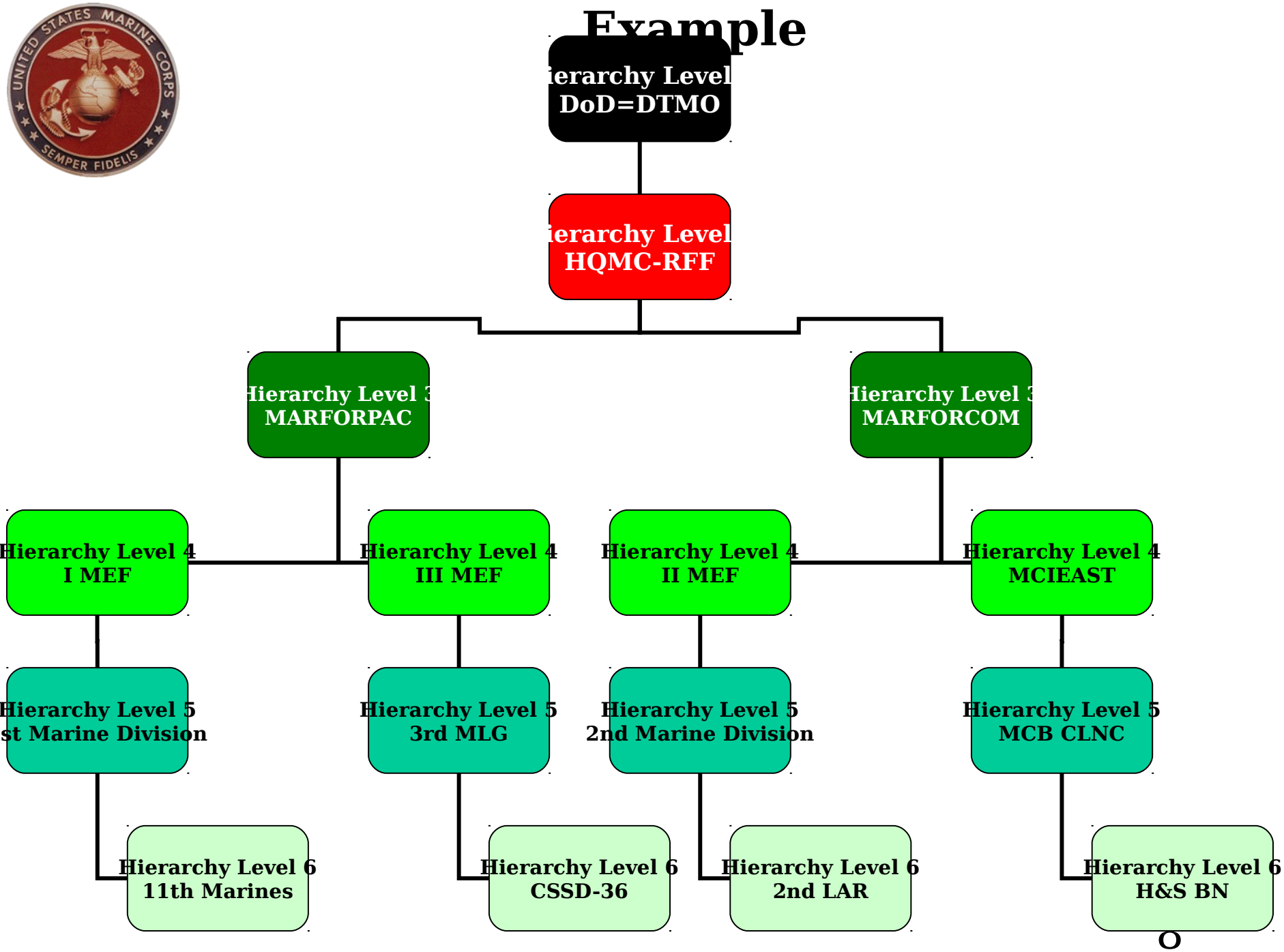
Restricted Line
Total Charge $4,000
Total Monthly ATM $350
Retail $100 Monthly

*Retail is all charges other than lodging, airfare, car rental and meals

Hierarchy Structure



GTCCP Hierarchy Structure- Example

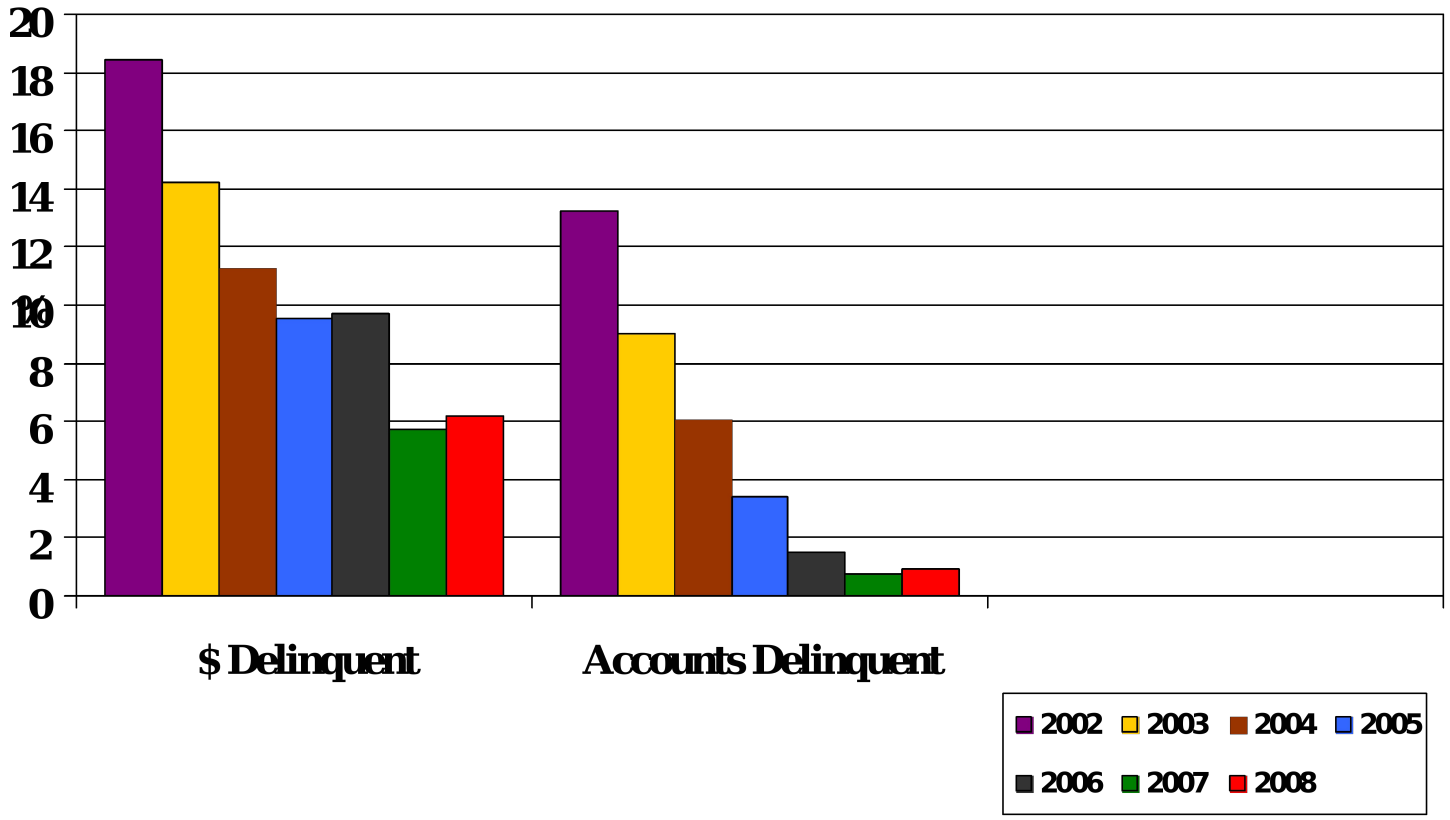


Metric Reporting

- Delinquent Accounts
  - **0.0 – 1.0 Green**
  - **1.1 – 1.5 Yellow**
  - **1.6 – Over Red**

- Delinquent Dollars
  - **0.0 – 2.0 Green**
  - **2.1 – 5.0 Yellow**
  - **5.1 – Over Red**

GTCCP Marine Corps Historical Data



GTCCP Common Mistakes

- Failure to hold key personnel accountable for measurable results
  - CPM
  - Commander
    - Certification of Delinquency Reports
  - Agency Program Coordinator
  - Cardholder

Prioritizing Collateral Duties/Appointment

- Identify the amount and priority of primary and collateral duties

- Appoint the right person for the right job
  - Rank and maturity
  - Expectation of authority
  - Independent performance / self-management

Disciplinary Action

- Impose appropriate disciplinary action when warranted for fraud, abuse, and misuse

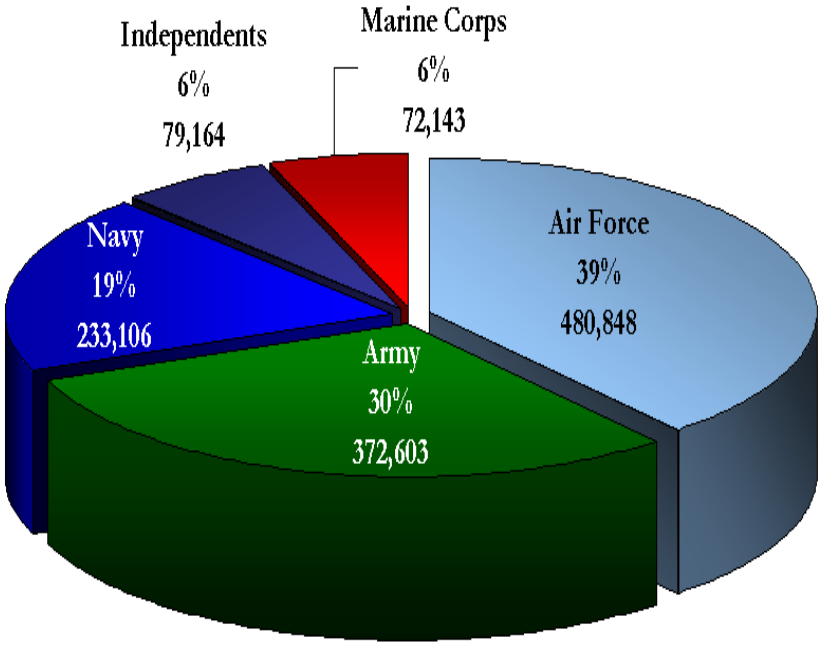
- Provide disciplinary action guidance for misuse, abuse, and fraud
  - First time
  - Multiple Offenses

Internal Controls

- Ensure your program is in compliance with the IG and MCAAT Checklists
- HQMC-RFF always available for training
- Inspect key positions
  - Commander
  - APC

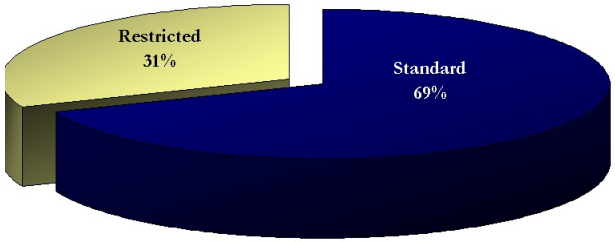
GTCCP Individually Billed Accounts (IBA) Program FY-07

Total Open Accounts for the DoD is 1,237,864.

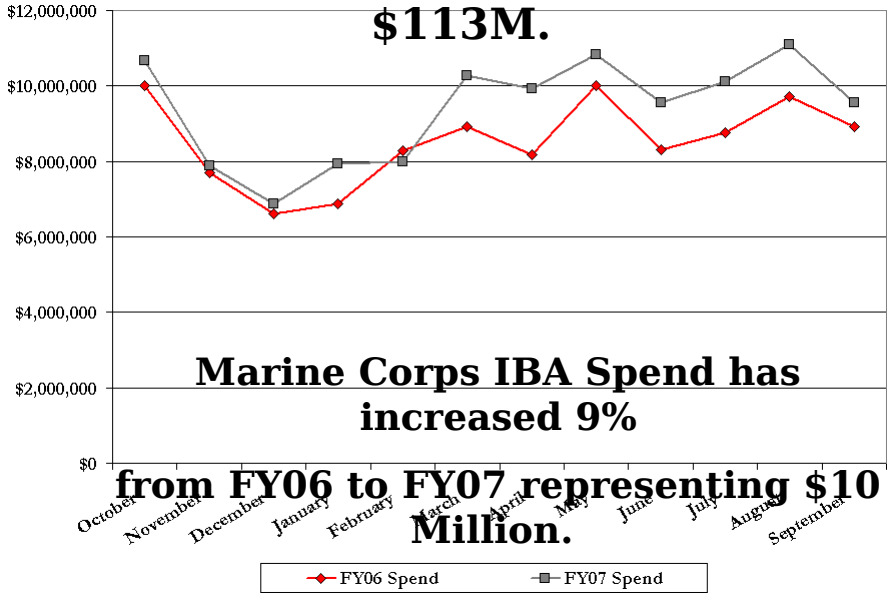


DoD Restricted v. Standard Breakout

DoD Component	Standard	Restricted
Air Force	73%	27%
Army	62%	38%
Navy	69%	31%
Marine Corps	56%	44%
Independents	89%	11%
DoD Total	69%	31%



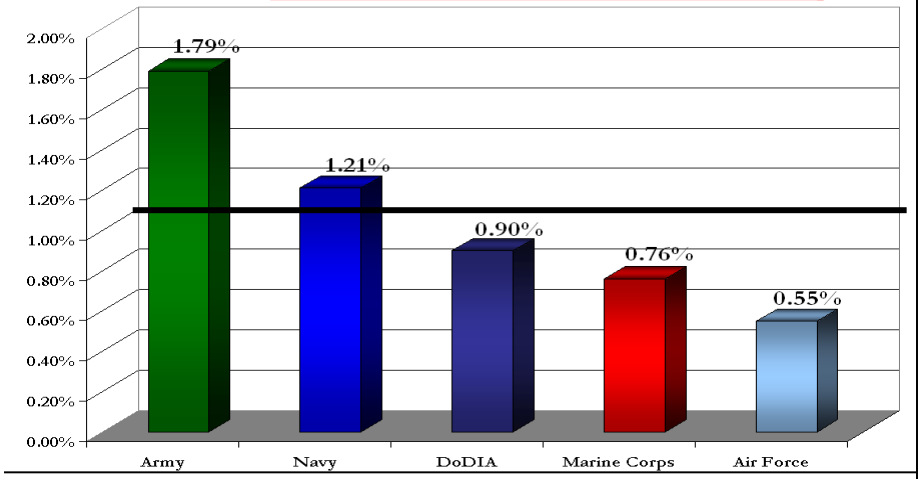
FY 2007 Spend for USMC IBA ~ $113M.



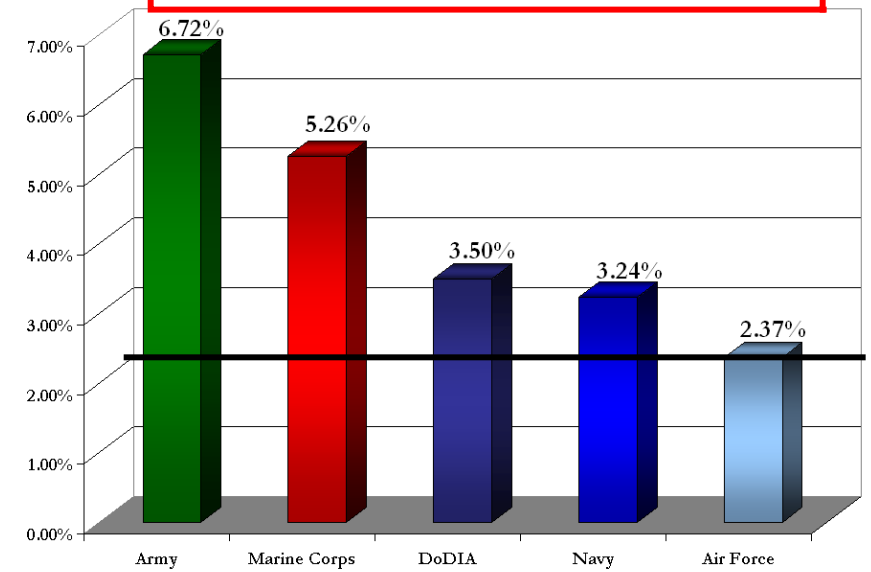
Marine Corps IBA Spend has increased 9% from FY06 to FY07 representing $10 Million.

GTCCP Metrics & Program Performance FY-07

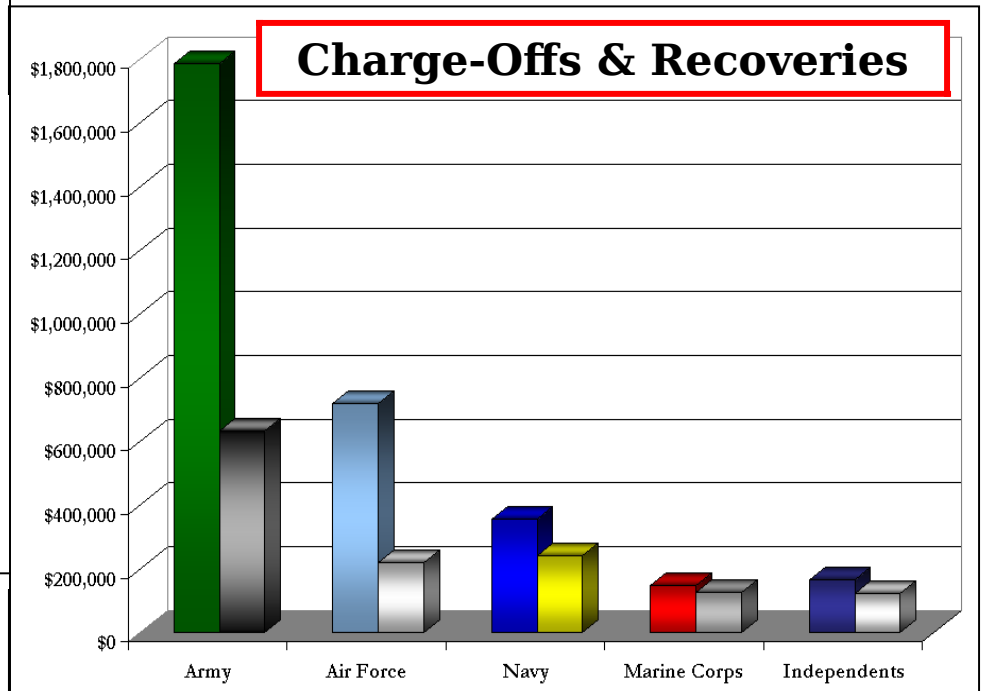
% of Accounts Delinquent



% of Dollars Delinquent



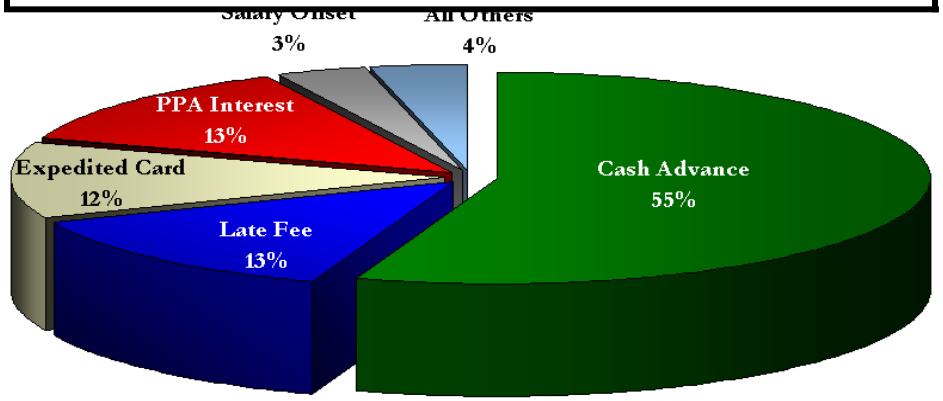
Charge-Offs & Recoveries



DoD Charge-offs & Recoveries ~ FY 2007

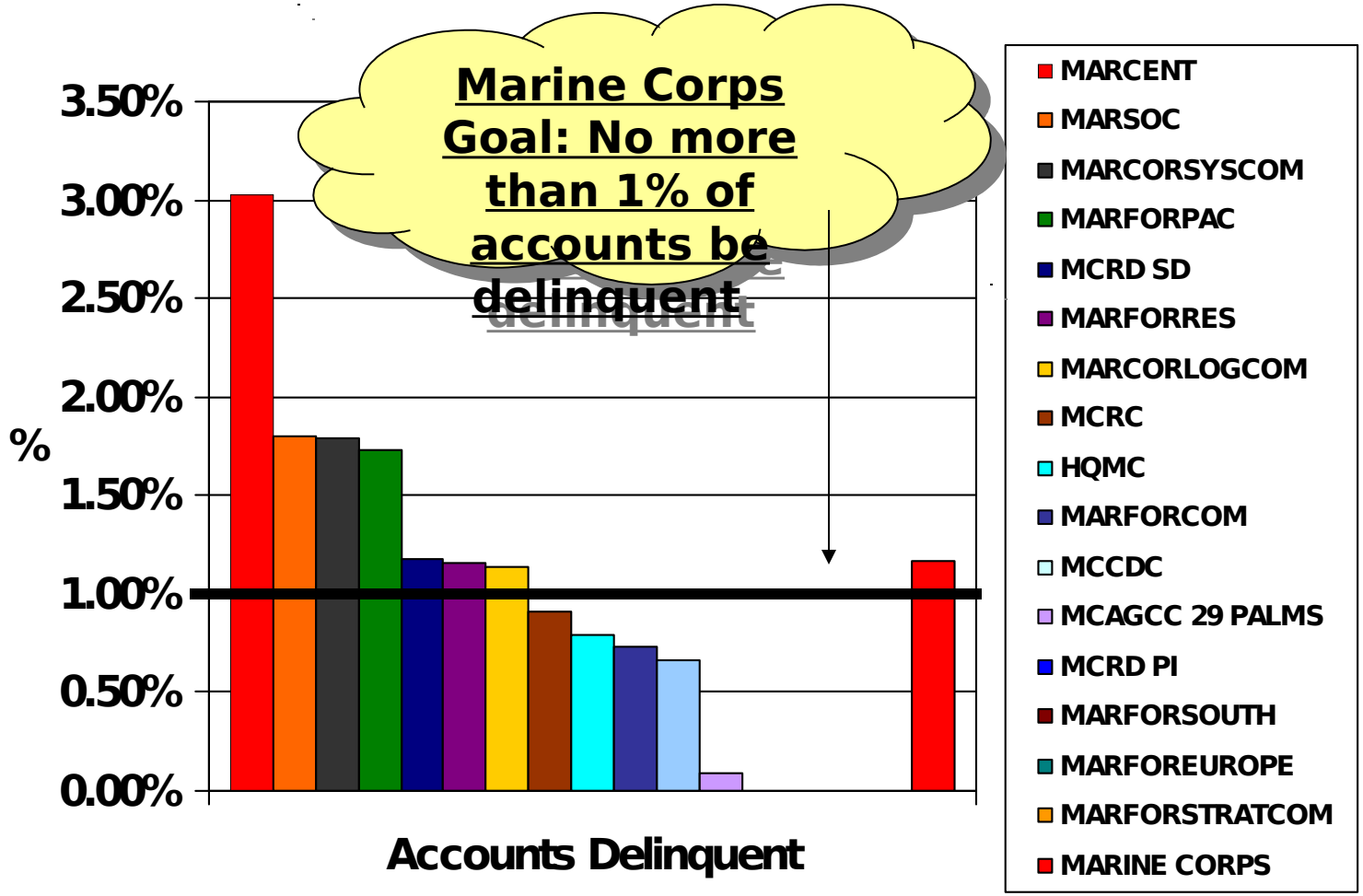
Component	Charge-Offs	Recoveries	Net Charge-Off
Army	$1,784,985	$632,097	$1,152,888
Air Force	$717,426	$217,710	$499,716
Navy	$355,650	$240,644	$115,006
Marine Corps	$147,054	$126,467	$20,587
Independents	$164,044	$122,356	$41,688
Total	$3,169,159	$1,339,274	$1,829,885

U.S. Marine Corps FY 2007 Fees

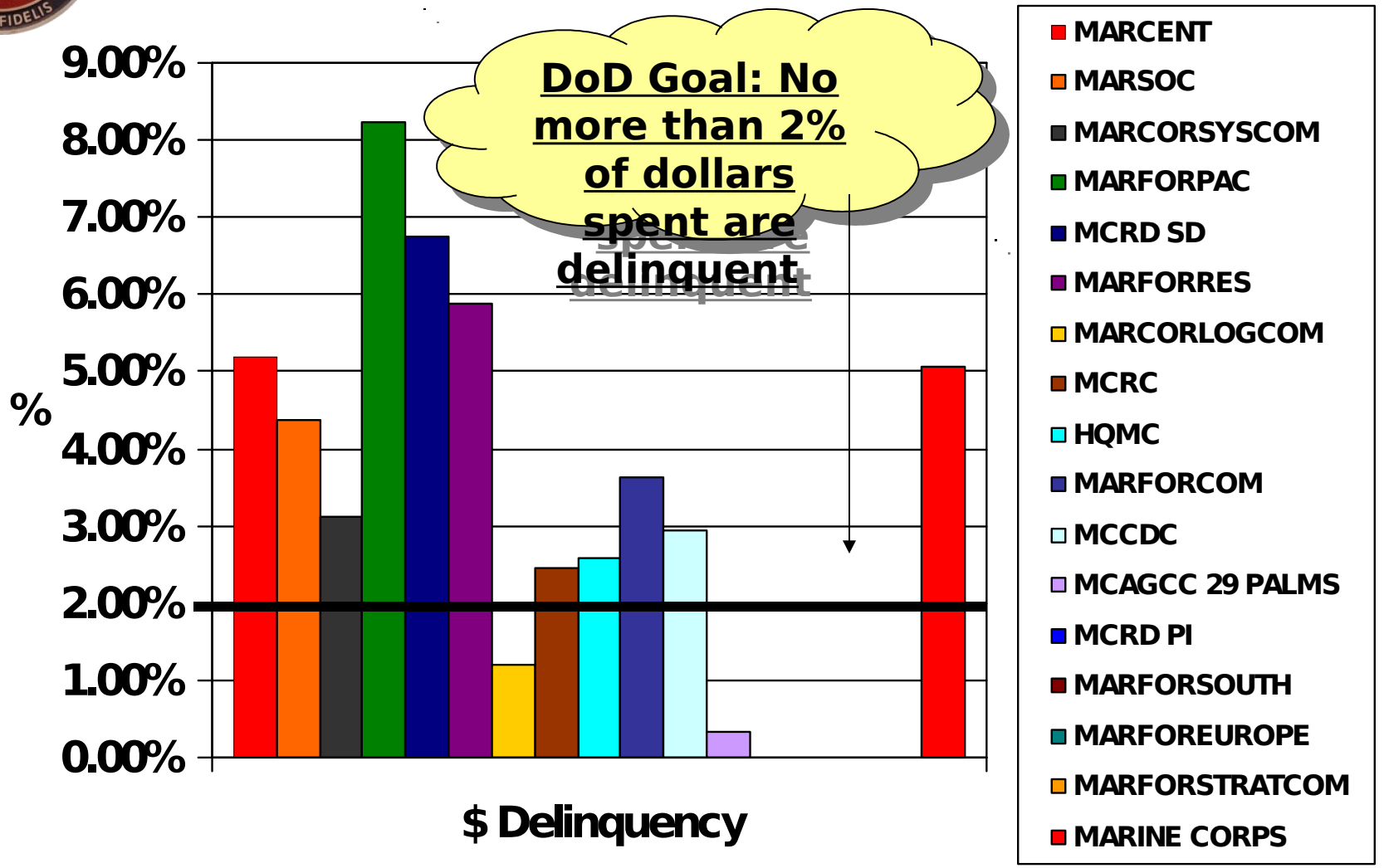


Fee Type	Amount of Fees
Cash Advance	$391,082
Late Fee	$94,642
Expedited Card	$81,594
PPA Interest	$91,816
Salary Offset	$22,640
All Others	$25,873
Grand Total	**$707,648**

Accounts Delinquent by Command – Aug 08



Dollars Delinquent by Command – Aug 08



RFF's role within the GTCCP

RFF's Role within the GTCCP

- Serve as the Marine Corps' direct liaison between Bank of America, Citi, the Defense Travel Management Office (DTMO), Department of the Navy, and Marine Commands
- Provide policy and procedural aspects for the GTCCP
- Provide day to day management of the GTCCP

Delinquency Management

Delinquency Progression

Current	Suspended	Cancelled	Charge Off
0 to 59 days Travel Receive Bill File Claim 30 days past due Mission Critical	60 to 119 days No New Charges 1st late fee @ 75 days Delinq Rate	120 to 209 days Salary Offset Cannot transfer Member has to use travel advance	210 days Charged off Delinq removed Affects Members credit rating

Reporting Delinquency

- SgtMaj of the Marine Corps
  - Training Commands all across the Marine Corps
  - Seminars and Symposiums
  - I MEF, II MEF, III MEF, and MARFORRES
- Policies that are being considered are:
  - Commands that fail to meet the DoD/Marine Corps Goals will be required to report to HQMC-RFF on their delinquency
  - Commands that fail to meet the DoD/Marine Corps Goals for three consecutive months, may receive a training visit from HQMC-RFF

QMart Inquiries

Blocked MCC

Transaction Type	MCC	Transaction Date	Billing Amount	Merchant Name
Purchase	7393	6/26/08	2,140.00	SUMMIT POINT RACEWAY ASSO.
Purchase	4812	6/20/08	1,950.00	NEXTEL
Purchase	5732	6/30/08	635.99	BEST BUY
Purchase	5532	6/25/08	511.89	MARTINO TIRE
Purchase	5200	6/15/08	492.94	THE HOME DEPOT
Purchase	7992	6/30/08	402.00	THE GOLF CAR COMPANY
Purchase	5533	6/22/08	215.36	THE PEPBOYS
Purchase	4814	6/27/08	1,413.51	OUTFITTER SATELLITE, INC.
Purchase	5814	6/12/08	2,469.00	DISCOPOLUS BAR & GRILL

QMart Inquiries

Misc. Transactions

Transaction Type	MCC	Transaction Date	Billing Amount	Merchant Name
Purchase	5621	6/18/08	147.32	VICTORIA'S SECRET
Purchase	5941	6/13/08	290.34	BASS PRO SHOP
Purchase	5310	6/09/08	150.36	ART & FRAME UNLIMITED
Purchase	5813	6/09/08	59.33	OLD NAVY
Purchase	7932	6/12/08	115.25	RACK DADDY'S
Purchase	5046	6/19/08	1,300.00	MTI LIMO SHUTTLE SERVICE
Purchase	7992	6/07/08	780.53	DISNEY WORLD
Purchase	5812	6/07/08	920.00	SIDESHACK SALOON
Purchase	5812	6/13/08	380.00	TRIANGLE CLUB
Purchase	7992	6/13/08	365.00	CLUB HOUSE GOLF

SPLIT DISBURSEMENT

- **MANDATORY for all military personnel and civilian employees! Under Secretary of Defense Office and Assistant Secretary of the Navy Financial Management & Comptroller memo (ASN-FM&C)**
  - **MILPERS as of April 23, 2003**
  - **CIVPERS as of August 10, 2004**

- **Purpose:**
  - **Prevent card suspension**
  - **Keep members mission ready**
  - **Prevent bad checks**
  - **Help meet 2% and 1% delinquency goals**
  - **Split Disbursement Goal: 90%**

SPLIT DISBURSEMENT

DoD Financial Management Regulation **Volume 9, Chapter 3**

★ March 2005

★ 030608. Split Disbursement. To assist the traveler in fulfilling his or her payment responsibility, Block 1 of the DD Form 1351-2 ("Travel Voucher or Subvoucher") has been modified to permit reimbursement for travel card charges to the travel charge card contractor with the remainder of any entitlement to be sent to the traveler. This process is referred to as split disbursement. All military personnel and any civilian personnel not represented by a local bargaining unit or where bargaining has been completed with the local bargaining unit are required to split disburse the total outstanding charges against the travel charge card. For civilian personnel in organizations or activities where bargaining has not been completed on mandatory split disbursement, if no selection is made in Block 1 on the DD Form 1351-2 (method of payment), the total of the transportation and lodging charges claimed on the travel voucher will be split disbursed by default.

NOTE: Travelers are responsible for ensuring the total of their outstanding charges is annotated in Block 1 of the DD Form 1351-2 for split disbursement. Approving officials are responsible for ensuring that split disbursement is properly designated for the outstanding charges and shall return any vouchers that do not comply to the traveler for correction. Commanders and supervisors should match their delinquent accounts against prior travel vouchers claimed and take appropriate action to address split disbursement utilization or misuse.

Payment Methods

- Mandatory Split Disbursement-Not an option!
- MyEasyPayment.com
- Pay By Phone 1-800-341-7596
- Personal Check
- Bank of America Online Banking
- Bank of America Banking Center
- Western Union

Proprietary Information

- **Information of a sensitive nature should always be handled carefully**
  - DoDFMR Vol 9 Ch 3 Para 030701 A
  - MARADMINs 330/06 and 389/07
  - Keep in a secured location
  - Use password protection
  - Treat info as if it is your own

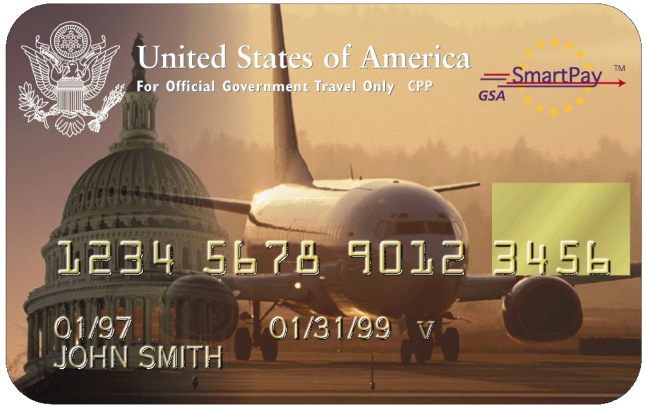
PCS Travel

- **MCO 4600.40A**
  - Cards will **NOT** be used for **PCS** travel due to the length of time to file your claim
  - Account is delinquent by the time travel claim is settled!
  - Travel advances should be used

Deceased Cardholders

- Close the account
- Notify HL2
- Submit any applicable Travel Claims
- Ensure Spilt-Disbursement is used
- Upon ZERO BALANCE notify HL2 to transfer to the Deceased HL3

Transition to Citi



- End BoA:

29 Nov 2008 2359 EST

- Start Citi:

30 Nov 2008 0001 EST

Transition Activities

- Review and scrub Account Listing Report
- Must keep the address contained in BoA's EAGLS up to date throughout the transition
- Identify open accounts that should be closed. If these accounts are not closed prior to the transition, Citi will issue a new card for these accounts
- Identify cardholders with a "return mail" qualifier and update all point of contact information
- Track individuals with credit balances and ensure they contact BoA prior to 29 Nov 2008 to receive their credit balance
- Credit balances will NOT transfer to Citi

Transition cont.

- Nov 29th is the last day for Bank of America
- Nov 30th is the first day for Citi
- If traveling over this period must have both cards
- Marines must know Citi is the “NEW” provider and that they will be receiving a card from Citi
- APC Continuity
  - Minimize turnover during transition period… If you do have a new APC ensure they receive training

Transition cont.

- Card delivery period: 13 Aug – 19 Sep 2008
- Once card is received, cardholders must verify receipt of card immediately
- Card verification will be done by phone or website
- If Citi card is not received by 31 Oct 2008, notify your APC
- Cardholders can personalize PIN on 1 Nov 2008
- Continue to use EAGLS for “ALL” updates
- Continue to update APC and Cardholder information in EAGLS
- EAGLS, EAGLS, EAGLS
- Continue to look for MARADMINs released by HQMC-RFF on transition information and directions

Transition cont.

- Cardholders first Citi statement will provide a userid and temporary password to set-up online account
- View statements online and make payment within the same website
- Split-Disbursements to banks MARADMIN-(Coming Soon)
- Citi's Regional Training for APCs
- Register for Citi's Regional Training on DTMO's website
- See MARADMINs 292/08, 417/08, 476/08, messages on MyPay/LES/MOL for transition information already out

Command Involvement is Key to a Successful Transition!

Keys to managing your program:

- Keep command leadership informed and request assistance when needed
- APC starts working reports at the beginning of each cycle
- Have the commander review GTCCP metrics with the APC (at least monthly)
- Periodically review the command's card management program
- Ensure the APC is on all Check-In/Out Sheets used by the command
- Encourage cardholders to pay off any balance prior to checking out
- Insist on use of the Defense Travel System (DTS) where applicable
- Ensure the traveler Split Disburses the total amount due on GTCC
- Remind Approving Officials of their responsibility to ensure Split Disbursement is being properly used by cardholders
- Encourage the timely completion and submission of travel claims

QUESTIONS?

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- **Website:**

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